

<b>SUBJECT:</b> Mobile Devices	<b>Effective Date:</b> 2/4/2020	<b>Procedure Number:</b> FS 2018 FS0033	
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	<b>Responsible Authority:</b> Associate Vice President for Administration and Finance (Facilities & Safety)		

**APPLICABILITY/ACCOUNTABILITY:**

This procedure applies to all Facilities & Safety (F&S) employees and departments.

**PROCEDURE STATEMENT:**

F&S employees may be issued university-owned mobile devices such as cell phones, push-to-talk phones, radios, tablets, mini-tablets, and laptops to conduct university business, based on their employee classification and work requirements. Employees and departments are expected to follow this procedure, as well as the University policies listed in the References section, regarding mobile device procurement, issuance, use, inventory, configuration, asset control, training, and IT support. Each department shall identify at least one liaison to work with F&S IT regarding all mobile device issues. Mobile devices used for business purposes are subject to open records requests or authorized investigations.

**DEFINITIONS:**

Mobile device: a portable communication or computing device such as a cell phone, push-to-talk phone, radio, tablet, mini-tablet, or laptop

**PROCEDURES:**

Device Procurement and Issuance

F&S IT will procure all mobile devices for all F&S departments; identify expected product life cycles; and provide recommendations regarding product attributes, service contracts, and third-party accidental damage coverage. F&S IT will inventory all mobile devices at the departmental level; departments will be expected to assign and keep track of all devices issued to them by F&S IT.

Cell Phones

AVPs, Directors, Senior Managers, Managers, and Project Managers will either be issued a cell phone for business use, or may elect to receive a cell phone allowance for their personal cell phone at the discretion of their Director.

## Employee Responsibilities

Employees shall:

- Use their university-owned mobile devices primarily for official business purposes. Specifically, for cell phones, it is understood that incidental personal calls are unavoidable.
- Not load personal, password-required applications onto any university-owned device
- Protect their issued devices from theft, loss, and damage
- Notify their Supervisor immediately if a device is lost, stolen, or damaged, and in turn, the Supervisor shall notify the department liaison and F&S IT.
  - If the device is not recoverable, the department liaison shall also notify UCF PD. F&S IT shall notify Risk Management if a lost or stolen device requires an insurance claim.
  - Damaged devices shall be returned to F&S IT to determine if the device is under warranty or covered by third-party accidental damage coverage. F&S IT shall advise the department if the device is under warranty, or whether it is more cost-effective to repair the device versus purchasing new.

## Departmental Responsibilities

If necessary, departments and/or supervisors shall assist employees regarding:

- How to unlock a device using a passcode when the screen locks
- How to manually lock the screen
- How to connect to Wi-Fi using the guest network when the employee's NID password needs to be reset
- How to access the university WPA2 network for full network access
- When to submit an F&S IT call ticket versus when to call the UCF IT Help Desk at 407-823-5117
- How to set up Outlook email access
- Department-specific applications; ensuring all devices are standardized and the applications are functioning

Departments shall also:

- Determine what applications, functional levels, and feature sets are to be configured on the devices, and validate and approve the configuration with F&S IT
- Maintain records of all devices issued to employees
- Return all university-owned mobile devices to F&S IT when the device is at the end of its life
- Return devices to F&S IT when an employee terminates, or inform F&S IT to whom the devices have been reassigned, for device configuration and inventory purposes.

## Supervisor Responsibilities

The supervisor shall:


- Assist the employee with username and password issues
- Periodically check the device's function and condition

- Submit an F&S IT service ticket when service is required, identifying the problem(s) and requesting either normal service (response within 24 hours) or priority service (within 8 hours)

**REFERENCES**

UCF Policy 4-007.1, Security of Mobile Computing, Data Storage, and Communication Devices:  
<https://policies.ucf.edu/documents/4-007.pdf>

UCF Policy 4-009.3 Cellular Telephone Acquisition and Use:  
<https://policies.ucf.edu/documents/4-009.pdf>

Approved By:	Date Approved:
	<u>2/04/2020</u>
<hr/> Duane T. Siemen Interim Associate Vice President Administration and Finance Facilities and Safety	

**Revision Log**

Version	Description of Changes	Date
0	Original procedure approved	7/16/2018
1	Updated procedure; some more-specific information removed and will be instituted as an IT SOP	2/4/2020